

OBJECTIVES

- ◆ Interpretation/Translation
- ◆ Understand regulatory requirements in connection to languages
- ◆ Healthcare Interpreting vs. Mental Health Interpreting
- ◆ Your role as a provider
- ◆ What you should expect from your interpreter
- ◆ Identify ways to communicate effectively through an interpreter.

IS THERE A DIFFERENCE?

❖ **INTERPRETATION**

❖ **TRANSLATION**

INTERPRETATION

Transmission of an ORAL message from one language into another.

TRANSLATION

Transmission of a WRITTEN message from one language into another

TITLE VI

TITLE VI OVERVIEW

Title VI of the Civil Rights Act of 1964

“No Person in the United States shall, on the ground of race, color, or **national origin**, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”


42 United States Code § 2000d

TITLE VI

If a recipient of federal assistance is found to have discriminated and voluntary compliance cannot be achieved, the federal agency providing the assistance will initiate fund termination proceedings and or fine the provider or refer the matter to the Department of Justice for appropriate legal action.

Aggrieved individuals may file complaints with the office of Civil Rights Regional office in Pennsylvania for the state of Virginia.

TITLE VI REQUIRES “MEANINGFUL ACCESS” TO SERVICES

- ▶ Language Assistance to Limited English Proficient (LEP) People
 - ▶ Trained, Assessed Interpreters, Bilingual Staff, Volunteers
 - ▶ Translated Vital Documents
- 
- ▶ No Children, Friends, Parents, Relatives

FAMILY AND CHILDREN

Research repeatedly shows that family members and children do not make good interpreters.

- The family member may or may not be truly bilingual
- Lack of training in interpretation skills,
- Lack of thorough understanding of terminology
- Not bound by any code of ethics-

WHAT IF I CAN'T AFFORD AN INTERPRETER?

A range of studies have noted that when health workers and patients speak the same language or have access to qualified interpreters leads to better outcomes

- ▶ Health care
- ▶ Quality of communication
- ▶ Patient satisfaction
- ▶ Fewer emergency visits
- ▶ Improved compliance with health regimes

REF. Lee, Batal, Masselin & Kutner, 2002; Eyton, Bischoff, Rrustemi, Durieux, Loutan, Gilbert & Bovier 2002; Riddick, 1998; Stolk, Ziguras, Saunders, Garlick, Stuart & Coffey, 1998

FACTOR IN AND IMPLEMENT

MANDATORY STAFF EDUCATION

- ▶ Know Your Community
- ▶ Know Your Patients
- ▶ Know Your Data and Demographics
- ▶ Know Your Data and Analytical Requirements
- ▶ Develop Compliant & Effective Plans, Procedures, Policies
- ▶ Provide Effective, Compliant Language Assistance
- ▶ Comply with the Law – Title VI, ACA, ADA, Rehab Act, CLAS

Everything Adds Up



HEALTHCARE INTERPRETING VS MENTAL HEALTH INTERPRETING

DO YOUR HOMEWORK

What do I need to consider when scheduling and interpreter for a mental health encounter?

TYPES OF INTERPRETERS

- ▶ Healthcare/Medical – National Certification
 - ▶ Mental Health
- ▶ Community – No Certification
 - ▶ Education/School
 - ▶ Social Service
- ▶ Legal/Court – Certification State and Federal
 - ▶ Conference

MODES OF INTERPRETATION

- ▶ Consecutive
- ▶ Simultaneous or Whispered Simultaneous
- ▶ Site-Translation

CONSECUTIVE INTERPRETATION

The speaker stops usually at the end of every "paragraph" or **complete thought** and the interpreter then steps in to render what was said into the target language.

A key skill involved in consecutive interpreting is note-taking,

SIMULTANEOUS

The interpreter lags behind the speaker about 5 to 6 words. The interpreter cannot start interpreting until he or she understands the general meaning of the sentence. The interpreter may not be able to utter even a single word until he or she has heard the entire sentence.

SITE TRANSLATION

The interpretation of a written text into an oral message.

Ideally you should read it (in short phrases) then the interpreter should render the interpretation

BEFORE SCHEDULING AN INTERPRETER

- ▶ Find out the client's first Language
- ▶ *Try* to use the same interpreter
- ▶ Consider the seating arrangement
- ▶ Pre-session with the interpreter
- ▶ Know what to expect from your interpreter.
- ▶ Pace of the session

SITTING ARRANGEMENT

Provider

Client

Interpreter

GROUP MEETING

Provider

Client

Interpreter

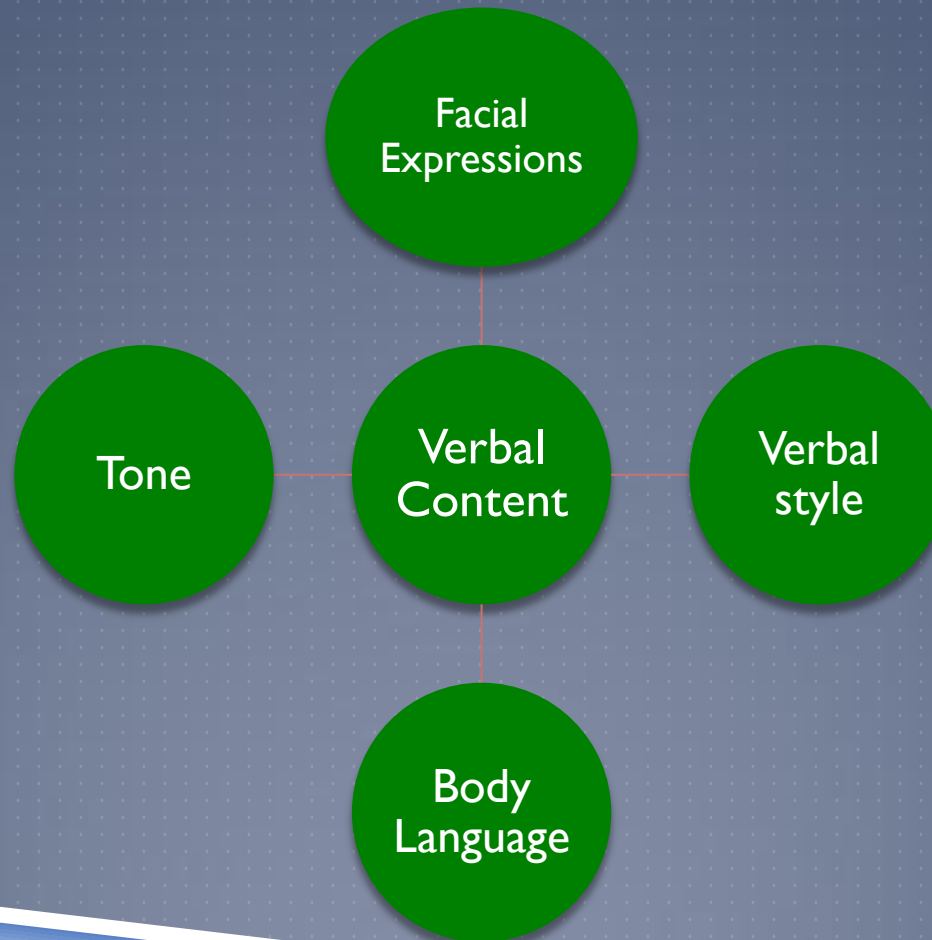


WHAT TO EXPECT FROM THE INTERPRETER

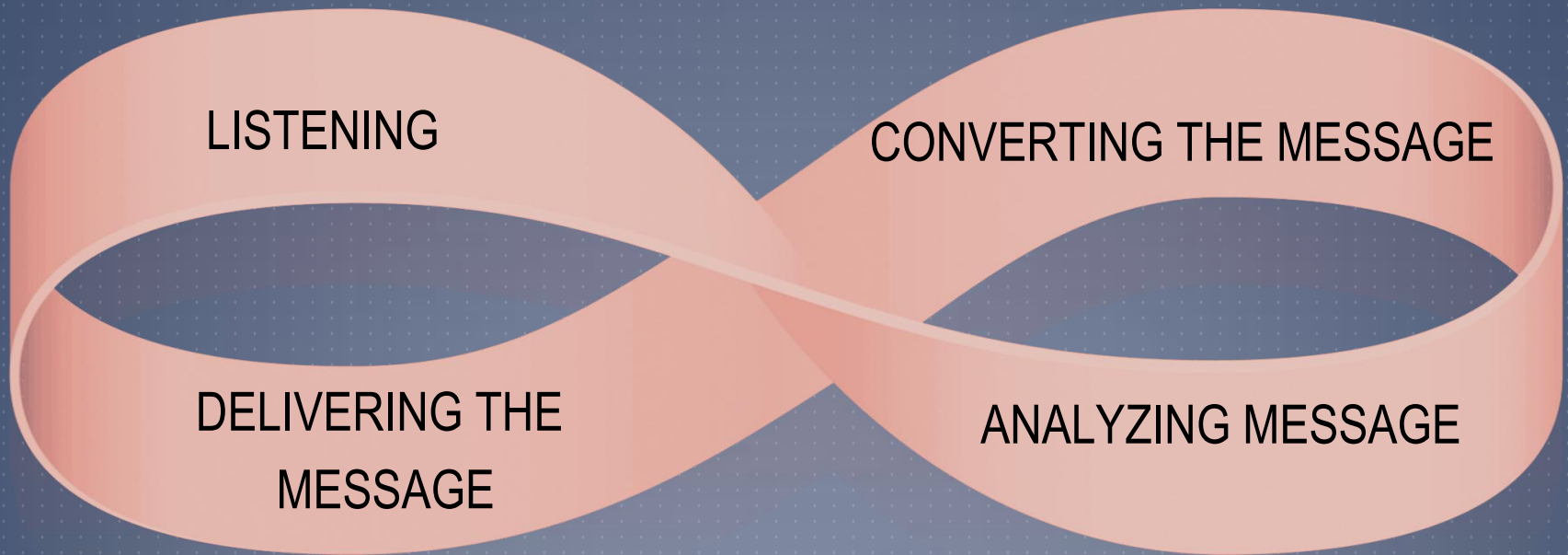
The interpreter should be primarily concerned with ensuring that the meaning of the client's words and emotions are conveyed rather than purely just concentrating on the linguistic forms.



Meaningful communication occurs across
these five channels:



INSIDE THE MIND OF THE INTERPRETER



CHALLENGES

- Interpreting an incoherent narrative
- Emotional volatility during the session



WHAT TO EXPECT FROM THE INTERPRETER

- ▶ They should interpret everything that is said by everyone in the room.
- ▶ The interpreter should not have any side conversation during the meeting causing someone to be left out of the encounter.
- ▶ Should never **speak on behalf of the client.**
- ▶ Should never answer her/his phone during a meeting.
- ▶ Never show demeaning behavior or attitude towards the client.

REMEMBER

- ▶ It is the provider's job to manage emotional content of the session.
- ▶ The interpreter only intervenes to clarify a term or point to a potential misunderstanding.

TIPS TO REMEMBER

The power of language to allow or
block communication should
not be underestimated.

By Jean Morrissey

Book- Working with Interpreters in Mental Health – Rachel Tribe and Hitesh Raval



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